Service Level Metric 2.0
Response Time - High

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Response Time (%)	100.0%	100.0%					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend		100.0%					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

Service Level Metric 2.1
Response Time - Medium

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Response Time (%)	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

Service Level Metric 2.2
Response Time - Low

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Response Time (%)	100.0%						100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend							100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

Service Level Metric 2.3
Resolution Time - High (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Resolution Time (%)	100.0%						100.0%	100.0%	100.0%	100.0%	100.0%			>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend								100.0%	100.0%	100.0%	100.0%	100.0%		

Service Level Metric 2.4
Resolution Time - Medium (Complex)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Resolution Time (%)	100.0%						100.0%		100.0%	100.0%	100.0%	100.0%		>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend							100.0%		100.0%	100.0%	100.0%	100.0%		

Service Level Metric 2.5
Resolution Time - High (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Resolution Time (%)		100.0%					100.0%	100.0%						>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend		100.0%					100.0%	100.0%						

Service Level Metric 2.6

Resolution Time - Medium (Simple)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Resolution Time (%)			100.0%	100.0%	100.0%	100.0%								>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend			100.0%	100.0%	100.0%	100.0%								

Service Level Metric 2.7

Resolution Quality

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Resolution Time (%)	100.0%							100.0%	100.0%	100.0%	100.0%	100.0%		>=95%
Green Target (%)	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	90% to 95%
Data Quality	AD													<=90%
Color Trend								100.0%	100.0%	100.0%	100.0%	100.0%		

Service Level Metric 2.8

Work Estimate Accuracy

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Resolution Time (%)														>=90%
Green Target (%)	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	85% to 90%
Data Quality	AD													<=85%
Color Trend														

Service Level Metric 2.9

Service Reporting Delivery

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Service Reporting Delivery (day)	7	7	7	7	7	7	7	7	7	7	7	7	0	<=7
Green Target (Calender Day)	7	7	7	7	7	7	7	7	7	7	7	7	7	8
Data Quality	AD													>=9
Color Trend		7	7	7	7	7	7	7	7	7	7	7	0	

Help Desk Metric 3.0

Request Vol. (Info.Only)

	Current Month	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Current Targets
Number of Requests	37	32	52	31	38	55	48	47	33	37	27	37	0	<=100
Green Target (# of Requests)	100	100	100	100	100	100	100	100	100	100	100	100	100	100 to 150
Data Quality	AD													>150
Color Trend		32	52	31	38	55	48	47	33	37	27	37	0	